NOVA SCOTIA ENVIRONMENT & LABOUR

ANNUAL ACCOUNTABILITY REPORT FOR THE FISCAL YEAR 2004-2005

December 2005

106-0 5708 /

TABLE OF CONTENTS

1. Accountability Statement 1

2. Message from the Minister 2

3. Introduction 3

4. Department Priorities and Accomplishments 4

5. Financial Results 11

6. Performance Measures 13

Appendix A Summary of Performance Measure Changes 33

Appendix B Nova Scotia Environment and Labour Organizational Chart 37

Appendix C Agencies, Boards, Commissions and Tribunals 38

1. Accountability Statement

The accountability report of Nova Scotia Environment and Labour for the year ended March 31, 2005, is prepared pursuant to the *Provincial Finance Act* and government policy and guidelines. These authorities require the reporting of outcomes against Nova Scotia Environment and Labour's business plan information for the fiscal year 2004-2005. The reporting of department outcomes necessarily includes estimates, judgements and opinions by department management.

We acknowledge that this accountability report is the responsibility of department management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department business plan for the year.

_____

Minister

_____

Deputy Minister

2. Message from the Minister

I'm pleased to provide you with highlights of our achievements for the fiscal year 2004-2005 through our latest Accountability Report.

Together with our many partners, Environment and Labour staff work to protect and promote:

- the safety of people and property;
- a healthy environment;
- employment rights;
- and consumer interests and public confidence in the financial services, insurance, pension services, and alcohol and gaming sectors.

We made commitments in each of these areas of responsibility in our Business Plan for the last fiscal year, which ended in March 2005. I'm pleased to say we've achieved or made significant progress on all of them.

Our approach to regulation is reflected in our many commitments. Our goal is to help businesses and our economy flourish while protecting the things that are important to Nova Scotians, including public health and safety, a clean environment and a safe workplace.

I believe in the importance of accountability to Nova Scotians, and I believe this report shows that their investment has been well spent.

We all play a role in public health and safety, a clean environment and safe workplaces. Thank you for playing your role, thereby helping Environment and Labour achieve its goals and priorities.

Sincerely,

Honourable Kerry Morash
Minister of Environment and Labour

3. Introduction

This Accountability Report provides information on Nova Scotia Environment and Labour (NSEL)'s performance in relation to the goals, priorities, performance targets, and budget expenditure targets presented in its 2004-2005 business plan.

During 2004-2005, NSEL continued to focus on improving the effectiveness of our regulatory programs, as well as on reducing "red tape" or unnecessary regulatory burden. A particular area of focus was regulatory compliance promotion - through activities such as training and education and developing of best practices. Related accomplishments include:

- training municipal fire inspectors to support implementation of the *Fire Safety Act*;
- training water treatment systems operators;
- developing public education materials for private well owners;
- working with municipalities and industry to protect water supply areas by developing best management practices with respect to land use; and
- implementing a voluntary optimization program for water treatment facilities to improve treatment plant operation and performance.

The department also contributed to increased protection of human health and the environment, and stronger consumer protection, by:

- establishing more rigorous *Air Quality Regulations* which include new emission caps for sulphur dioxide, nitrogen oxide and mercury as well as a 2% limit on sulphur in heavy fuel oil;
- establishing new video and video game regulations based on a national classification standard which enables parents and others to make informed choices about the videos and video games they rent or buy; and
- introducing improvements to the *Credit Union Act* which strengthen protection for Credit Union members by upgrading the qualifications of directors of Credit Unions.

Another notable achievement for 2004-2005 was the designation of two new wilderness areas (Gully Lake and Eigg Mountain), five new nature reserves properties, and 11 additions to existing wilderness areas totaling over 10,000 hectares - the second largest amount of land protected in a single year in the history of the province.

Together with the Workers Compensation Board, the department also worked with stakeholders representing employer and employee groups and injured workers to develop and recommend improvements to governance and accountability for the workers' compensation system.

More detailed information on the results achieved by NSEL in 2004-2005 can be found in:

- Section 4 of the report which outlines the results achieved in each of NSEL's core business areas:
  - Promoting sustainable management and protection of the environment,
  - Promoting safe and healthy workplaces and safe facilities and equipment,
  - Promoting consumer protection in gaming/amusement activities and the service of alcohol,
  - Promoting employment standards, fair processes for wage compensation, effective labour-management relations, and fairness for injured workers, and

- Promoting and protecting the interests of financial services and insurance consumers and pension plan members;
- Section 5 which summarizes the financial results achieved by NSEL for 2004-2005; and
- Section 6 which presents the results achieved for the performance measures established for each of NSEL's core business areas.

NSEL's 2004-2005 business plan is available on our website at http://www.gov.ns.ca/enla/pubs/docs/NSELBusinessPlan05.pdf . If you wish to receive a printed copy of the business plan, please contact the Policy Division at 902-424-4944.

4. Department Priorities and Accomplishments

Core Business Area 1:
Environmental protection and natural areas management

Implement initiatives identified in the provincial green plan "Towards a Sustainable Environment" including:

Continue to protect and manage provincial water resources through implementation of A Drinking Water Strategy for Nova Scotia. Year three of the strategy's action plan focuses on establishing municipal drinking water supply protection and treatment plans, meeting provincial standards for public drinking water supplies, encouraging municipalities to optimize treatment plant operation and performance and providing outreach information to private well owners.

- NSEL completed all the 2004-2005 Drinking Water Strategy action plan commitments on time and within budget. They include:
  - working with municipalities and industry to develop land use controls and best management practices for land uses of concern to protect water supply areas;
  - receiving Systems Assessment Reports from municipal water systems;
  - conducting a review of the voluntary optimization program for water treatment facilities to improve treatment plant operation and performance;
  - implementing a comprehensive program for compliance monitoring of public drinking water systems;
  - ensuring that certification and qualification of water treatment facility operators is in place to meet regulatory requirements; and
  - developing additional public outreach information and materials for private well owners.

- NSEL also led the interdepartmental Special Water Advisory Group in a two year project of testing and monitoring the water supplies of Nova Scotia's schools for radionuclide lead-210. The results of the study confirmed that most Nova Scotia schools meet the Canadian Drinking Water Guidelines for lead-210, allowing the majority of schools that were previously placed on bottled water as a precautionary measure, to resume the use of their own water supplies. The project established Nova Scotia as a national leader in investigating natural radionuclide lead-210 in drinking water and in researching information into the various treatment options.

Develop a framework for managing air quality which focuses on "airsheds", or regions where ambient air quality is influenced by common emission sources. Regional or local airshed management plans will be developed to address air quality standards and objectives, assess regional or local air quality impacts, address local air quality concerns, improve monitoring, and foster continuous improvement. This initiative will be supported by ongoing work with large industrial emitters to assess and monitor the transport and deposition of air pollutants from major sources within the province.

- Government repealed and replaced the *Air Quality Regulations*, putting in place new emission caps for sulphur dioxide, nitrogen oxide and mercury as well as a 2% limit on sulphur in heavy fuel oil. These changes provide the regulatory framework for implementation of an airshed management approach to air quality management.
- The Department of Environment and Labour developed a strategic plan for air management focussing on: airshed management, education and awareness, and reviewing and updating terms and conditions of industrial approvals was developed.
- Implementation of the plan has begun, including work on airshed management approaches to local air quality issues with local governments and community organizations including HRM, and the Pictou Harbour Environmental Protection Project.
- NSEL has also continued to improve its ambient air monitoring network which provides data essential for managing air quality in NS.

Protect more coastal lands and other natural areas from development, including the designation of two new wilderness areas and five nature reserves, and through private land stewardship partnerships.

- In 2004-2005, the province designated two new wilderness areas, five new nature reserves properties, and added 11 additions to existing wilderness areas totaling over 10,000 hectares. This was the second largest amount of land protected in a single year in the history of the province.
- Government also passed amendments to the *Special Places Protection Act* which allow conservation restrictions to "run with the land" and bind subsequent owners. This change encourages private land conservation by providing landowners with assurance that their property, once designated for conservation, is protected for generations to come.

Complete amendments to the Environment Act to update, clarify, and strengthen the Act.

- Proposed amendments to the *Environment Act* were developed and a summary document outlining the proposed changes was released for public review in June 2004. The comments received from the public review have led to further revision of the proposed amendments. A legislative proposal will be completed in 2005-2006

Core Business Area 2:
Public Safety and Occupational Health & Safety

Provide training for municipal fire inspectors as required to support implementation of the Fire Safety Act. This program is designed to promote professionalism within the fire inspector field of practice through a recognized training program which focuses on developing effective code administration and inspection techniques.

- The municipal fire inspector training program was developed and implementation is ongoing, with an enrolment of 60 inspectors including 39 new fire inspectors . The program includes annual spring and fall training sessions, conducted jointly by the Office of the Fire Marshal and the Fire Inspectors Association of Nova Scotia. The Office of the Fire Marshal also delivers a home study training program for municipal fire inspectors.

Implement the 2004 edition of the national fire and building codes under the Building Code Act and Fire Safety Act. While maintaining rigorous safety standards, these new codes allow for greater flexibility in construction and fire safety regulation and represent the conclusion of a ten year national review.

- The national building, fire and plumbing codes will be published in Fall 2005. Following their publication, the Department of Environment and Labour will complete a public consultation to obtain input for development of amendments to the *Building Code Regulations* (including the plumbing code) and *Fire Safety Regulations*, required for adoption of the new codes in Spring 2006.

Support the Province's implementation of Criminal Code amendments (Bill C-45) relative to occupational health and safety offences. Environment and Labour is participating with the Department of Justice and other agencies in defining the process whereby a criminal code investigation may be triggered in the course of compliance activities related to an occupational health and safety matter.

- The provincial departments of Justice, and Environment and Labour, have worked with the Public Prosecution Service, RCMP, Halifax Regional Police, the Nova Scotia Chiefs of Police Association, Workers' Compensation Board and Human Resources Development Canada, to educate staff of their respective agencies about the new law and to ensure that workplace accident investigations are coordinated across agencies and carried out using common approaches.
- Under the leadership of a steering committee, inter-agency sub-committees were formed to work on police/labour issues, public prosecution issues, corrections/labour issues, and communications.
- All work has been completed, the only remaining requirement being the signing of the memorandum of understanding among the investigating agencies.

Core Business Area 3:
Alcohol, Gaming, and Amusements Regulation

Continue to improve the quality of alcohol, gaming and amusements regulation through initiatives aimed at regulatory reform, national harmonization and improving the efficiency and effectiveness of regulatory program delivery.*

- In 2004-2005, Government approved new regulations under the *Theatre and Amusements Act* providing for adoption and implementation in Nova Scotia of a national video and video game classification standard which enables parents and others to make informed choices about the videos and video games they rent or buy.
- The Alcohol and Gaming Division upgraded its information technology to provide improved support to compliance staff for communications, scheduling and reporting.
- A review to update and streamline regulations pursuant to the *Gaming Control Act*, the *Liquor Control Act*, and the *Theatre and Amusement Act* is ongoing.

Core Business Area 4:
Employment Standards & Labour Services

Establish the minimum wage advisory committee in accordance with Fall 2003 Labour Standards Code amendments, release the committee's report and the Minister's response by March 2005.

- The Minimum Wage Review Committee was appointed in the fall of 2004. The committee reviewed the minimum wage and researched other jurisdictions as well as criteria and factors related to establishing a minimum wage. They reported their findings and recommendations to the Minister on March 29, 2005. The release of the report and the Minister's response to the Committee's recommendations proceeded in accordance with the provisions of the *Labour Standards Code* which allow the Minister 30 days, following receipt of the report, to release it and 60 days to respond to the recommendations.

Provide a report to the Minister by June 30, 2004 on a review of the Labour Standards Code hours of work averaging provisions as they relate to the Nova Scotia construction and road building industries.

- The Minister received the averaging report in the fall of 2004. The department published the report in February 2005 and distributed it to key stakeholders. The findings support maintaining existing averaging and overtime rules.

By September 30, 2004, eliminate Labour Standards complaints backlog and establish and maintain service standards that ensure first call back to clients within 10 days or less of receiving the complaint.

- The backlog of complaints was eliminated by September 30, 2004.

---

*Priority not included in 2004-05 Business Plan

- Due to a temporary staff shortage during 2004-2005, only six % of new complaints were assigned within the ten-day target by March 31, 2005. However, 90 % were assigned within 12 days.

Maintain existing service response times for conciliation requests as required under the Trade Union Act, and continue to offer preventative mediation programs, in support of the collective bargaining agenda in both public and private sectors anticipated for 2004-2005.

- Nova Scotia Environment and Labour provided timely and effective conciliation/ mediation services to all clients during the fiscal year.
- Conciliation cases are assigned to an officer within 14 days of the receipt of the request, and meetings are normally scheduled within five weeks of the assignment.
- A total of 103 conciliation cases were completed between April 1, 2004 and March 31, 2005.
- All completed conciliations were scheduled within the existing time targets of five weeks from receipt of request or scheduled at a time mutually agreeable to the parties.
- Preventative Mediation services provided by NSEL included:
  - three joint supervisor/steward training programs;
  - 82 grievance mediations;
  - 12 interest-based negotiation facilitations; and
  - 12 information sessions.

Strengthen governance and accountability for the workers' compensation system[1]

- Together with the Workers Compensation Board, the department worked with stakeholders representing employer and employee groups and injured workers to develop and recommend improvements to governance and accountability at the Workers' Compensation Board.
- This work resulted in the development of proposed amendments to the *Workers' Compensation Act* which were passed in the spring 2005 session of the House of Assembly
- The working group also adopted a Statement of Principles and Objectives on Governance and Accountability which outlines a shared vision for the workers' compensation system, including processes for the recruitment and appointment of members, the obligations of directors, and processes for ongoing consultation with stakeholders.

Participate in creation of Workplace Safety and Insurance System performance targets and development of a system-wide appeals management process, in consultation with stakeholders.

- Staff of the Workers' Advisers Program and OHS Division participated in the development of Workplace Safety and Insurance System performance measures and targets. The performance targets will assist in efforts by the four participating agencies - NSEL's Workers' Advisers Program and OHS Division, the Workers' Compensation Appeal Tribunal, and the WCB - toward continuing improvement of Workplace Safety

[1] Priority not included in 2004-05 Business Plan

and Insurance System efficiency and effectiveness.

- The Workers' Advisers Program continues to work with the Workers' Compensation Appeal Tribunal and the WCB to identify areas for improvement and implement changes to the system-wide appeals process which will improve decision making and service to injured workers.

Introduce regulatory changes providing compensation for injured workers with chronic pain[1]

- Government approved regulations enabling payment of workers' compensation benefits to injured workers with chronic pain. The chronic pain benefit is estimated to provide $11 million annually in additional benefits to injured workers. The new regulations address an October 2003 Supreme Court of Canada decision that found certain sections of the *Workers' Compensation Act* and regulations to be unconstitutional.

Core Business Area 5:
Pension, Financial Services, and Insurance Regulation

Monitor and support the implementation of automobile insurance reforms introduced November 1, 2003, including coordination with the Insurance Review Board, industry and other stakeholders.

- Implementation of the 2003 reforms has been completed. The Office of the Superintendent continues to monitor insurance issues to ensure that the objectives of the 2003 insurance reforms are being met.

Develop legislative and regulatory amendments under the Credit Union Act, in consultation with the credit union system.

- Amendments to the *Credit Union Act* which strengthen protection for Credit Union members by upgrading the qualifications of directors of Credit Unions were passed in spring 2004.
- Amendments to the *Credit Union Regulations* planned for May 2005 will enable credit unions to implement the legislated requirements for training of directors, policy formulation and streamlining of operations to become more effective and progressive financial institutions.

Examine and report on the use of gender as a factor in auto insurance risk classification and on rates and availability of fire, other property and liability insurance for homeowners, tenants, non-profit organizations and small business. The department will review any recommendations for changes to the property and liability insurance market with a view to providing fairness for Nova Scotia businesses and consumers. Recommendations on the continued use of gender in auto insurance risk classification systems will be analyzed for possible changes to the regulations.

---

[1] Priority not included in 2004-05 Business Plan

- In November of 2004, the government released reports prepared by the Nova Scotia Insurance Review Board on the use of gender as a risk-classification factor in determining automobile insurance rates, and the rates and availability of fire, other property, casualty, and liability insurance for homeowners, tenants, non-profit organizations, and small business. The Government is reviewing the industry task force report on property and casualty insurance as well as the study on gender. It is important that any changes be made in consultation with the industry to minimize cost in the market and reduce any negative impacts for businesses and consumers.

Participate with other jurisdictions in developing the model insurance act and supporting regulations, and work with Legislative Counsel to develop draft legislation.

- Nova Scotia is continuing to participate with the other Atlantic Provinces in a two to three year project to develop an Atlantic Harmonized Model Act.

Continue to participate in the national initiative on model pension law principles which will be used for all Canadian jurisdictions.

- A stakeholder task force formed in 2005 to assist the Canadian Association of Pension Supervisory Authorities (CAPSA) will respond to issues respecting the non-contentious model pension law principles raised in the 2004 consultation, and will report to CAPSA in the fall 2005. CAPSA is planning a meeting of Ministers responsible for pensions in fall 2005 to discuss the highly contentious principles and strategic initiatives.

***Update regulatory requirements related to funding of "grow-in" benefits**[*]*

- Government approved an amendment to the *Pension Benefits Regulations* removing the requirement to fund "grow-in" benefits under a solvency valuation. The amendment addresses severe funding pressures experienced by many defined benefit plan sponsors following a decline in the financial markets, by giving plan administrators greater flexibility to manage their plans. The regulatory changes also align Nova Scotia's pension plan funding requirements more closely with those of other provinces.

[*] Priority not included in 2004-05 Business Plan

5. Financial Results

Nova Scotia Environment and Labour's 2004-2005 budget expenditures and staffing levels are summarized below.

Nova Scotia Environment & Labour Budget Expenditures			
Program and Service Area	**Estimate 2004-05 ($ thousands)**	**Actual 2004-05 ($ thousands)**	**Variance**
Ordinary Revenues[1]	60,874.0	68,834.0	7960.0
TCA Purchase Requirements	140.0	96.0	44.0
Net Program Expenses			
Administration	1,032.0	1,087.0	(55.0)
Policy	537.0	562.0	(25.0)
Boards & Commissions	427.0	410.0	17.0
Workers' Advisers' Program	0.0	0.0	0.0
Alcohol & Gaming	4,209.0	4,191.0	18.0
Public Safety	2,782.0	2,813.0	(31.0)
Occupational Health & Safety	364.0	302.0	62.0
Labour Services	1,110.0	957.0	153.0
Labour Standards	1,021.0	1,027.0	(6.0)
Environmental Monitoring & Compliance[2]	7,287.0	7,630.0	(343.0)
Environmental & Natural Areas Management	3,857.0	3,888.0	(31.0)
Information & Business Services[3]	2,924.0	2,435.0	489.0
Pension Regulation	(68.0)	(145.0)	77.0

[1] Ordinary Revenue variance is largely associated with an increase in general insurance premiums. In the Business Plan for 2004-2005, the estimate for Revenues was incorrectly stated at $16,104.0. The revenue estimate for 2004-2005 was $60,874.0.

[2] Variance is attributable primarily to a shortfall in fees and recoveries.

[3] Variance is attributable to vacancies and lower than estimated operational costs.

Nova Scotia Environment & Labour Budget Expenditures			
Program and Service Area	**Estimate 2004-05 ($ thousands)**	**Actual 2004-05 ($ thousands)**	**Variance**
Financial Institutions[4]	670.0	554.0	116.0
Total Program Expenses - Net of Recoveries	26,152.0	25,711.0	441.0
Salaries and Benefits	27,630.0	26,780.0	850.0
Funded Staff (FTEs)	474.0	451.0	23.0

[4] Variance is associated with a vacancy and operational fluctuations.

6. Performance Measures

Nova Scotia Environment and Labour has reviewed and redefined selected performance measures to improve the assessment of progress toward identified outcomes. This review has resulted in the replacement of some measures presented in the 2004-2005 Business Plan with improved measures and the development of additional measures to fill identified gaps in performance measures for certain program areas. Appendix A provides a tabular summary of the 2004-2005 Business Plan measures, and identifies their current status and rationale for any changes.

Core Business Area 1:
Environmental Protection and Natural Areas Management

The Outcome: Clean and safe drinking water

Nova Scotia Environment and Labour (NSEL) is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is clean and safe drinking water.

The Measure:

percentage of population served by municipal water supplies that receives water meeting the health-based criteria for bacteriological quality, as stated in the Guidelines for Canadian Drinking Water Quality, at all times during the calendar year

What Does The Measure Tell Us?

Approximately 60% of Nova Scotians obtain their drinking water from municipal water supplies. Health Canada, together with provincial health and environment ministries, has established the *Guidelines for Canadian Drinking Water Quality*. This document specifies the health-based criteria for a number of parameters, including bacteria content. NSEL tracks the proportion of people serviced by municipal water supplies who have access to drinking water meeting the health-based criteria for bacteriological quality. This measure helps to provide an overall picture of access to quality drinking water. It also helps to gauge the effectiveness of *NSEL Guidelines for Monitoring Public Drinking Water Supplies* and the *Water and Wastewater Facilities and Public Drinking Water Supplies Regulations*.

Where Are We Now?

NSEL's boil water advisory database provides a tracking system for municipal water quality based on the health-based criteria for coliform bacteria (in the *Guidelines for Canadian Drinking Water Quality*). In 2004, 98.4% of the population served by municipal water supplies received water meeting the health-based criteria for bacteriological quality at all times during the calendar year. This shows an improvement over the results obtained in the previous three years (2001 - 96.5%, 2002 - 96.5%, 2003, 95.7%).

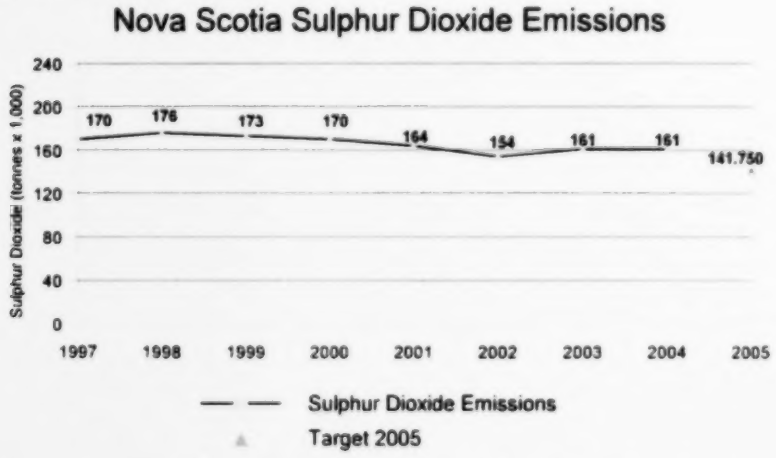
Where Do We Want To Be?
Our on-going target is to maximize the percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality. NSEL is contributing to this outcome by implementing Nova Scotia's drinking water strategy, supporting development of municipal water supply protection plans, and enforcing the *Water and Wastewater Facilities and Public Drinking Water Supplies Regulations*, including NSEL *Guidelines for Monitoring Public Water Supplies.*

The Outcome: Clean air
Clean air is an essential component of a healthy environment as well as human health. Many contaminants affect Nova Scotia's air quality and the department works actively to reduce them. Measuring the air emissions of sulphur dioxide, mercury, and nitrogen oxides helps to track the progress made toward this outcome, as described below.

The Measure:
annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province

What Does The Measure Tell Us?
Sulphur dioxide (SO_2) is a prevalent and potentially harmful air contaminant that affects air quality. It is a major contributor to acid rain and smog, and can have significant effects on human health if concentrations are elevated. Improved air quality is therefore partly dependent upon reduction in SO_2 emissions. Through reductions in SO_2 emissions, we are effectively working toward our clean air outcome.

Where Are We Now?
Sulphur dioxide emissions have fluctuated over the past five years (see graph below). In 2004 approximately 161,000 tonnes (estimate) of SO_2 were emitted in the province, primarily through electricity generation.



Source: Nova Scotia Environment and Labour, National Pollution Release Inventory. Data for 2004 is estimated

Where Do We Want To Be?

The *Air Quality Regulations* were amended in March of 2005 and included a lowering of the provincial SO_2 emission cap to 141,750 tonnes per year. Reductions will be accomplished by working with major industries and establishing a requirement to reduce SO_2 emissions through the use of lower sulphur fuels and process upgrades.

The Measure:

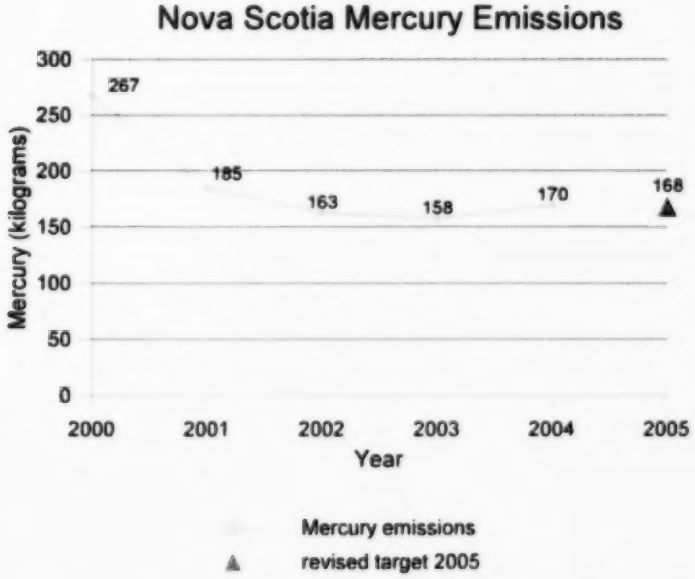
annual total mercury (Hg) air emissions (kg) from electrical power generation in the province

What Does The Measure Tell Us?

In Nova Scotia mercury emissions are produced primarily by thermal electrical power generation. Mercury has serious effects on both human and environmental health. Through reductions in total mercury emissions, we are effectively working toward our clean air outcome.

Where Are We Now?

Nova Scotia's electrical power generation sources emitted approximately 170 kg of mercury in 2004. This represents an increase from the previous two years of reported data, but is significantly less than the baseline measure of 267 kg in the year 2000 (see graph below).



Source: Nova Scotia Environment and Labour, National Pollutant Release Inventory; Data for 2004 is estimated

Where Do We Want To Be?

The *Air Quality Regulations* were amended in 2005 and established an annual mercury emission cap of 168 kg, commencing March 1, 2005. It is expected that this target will be met in 2005. This target is consistent with the province's Energy Strategy and supports commitments in the Northeastern Governors and Eastern Canadian Premiers Climate Change Action Plan. Future targets will be developed in conjunction with the Canadian Council of Ministers of Environment process to establish Canada Wide Standards for mercury.

The Measure:

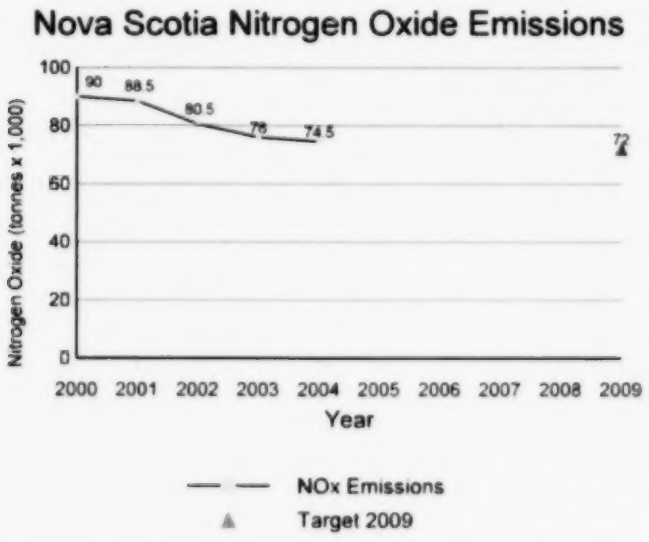
annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province

What Does The Measure Tell Us?

In Nova Scotia, nitrogen oxide (NO_x) emissions are produced by a variety of sources, including thermal electrical power generation, industrial processes and the transportation sector. Nitrogen oxides are a pre-cursor to ground level ozone (smog) and acid rain, and therefore have serious environmental impacts. Through reductions in nitrogen oxide emissions, we are effectively working toward our clean air outcome.

Where Are We Now?

The NO_x data shows a steady decline from the 2000 base year measure of 90,000 tonnes to 74,500 tonnes (estimate) in 2004.



Source: Nova Scotia Environment and Labour: National Pollutant Release Inventory: Data for 2004 estimated

Where Do We Want To Be?

By working with industry, the department is targeting a 20% reduction in nitrogen oxide emissions (from 2000 base year levels) by 2009. This sets our target at 72,000 tonnes of NO_x by 2009. Nova Scotia Power's annual NO_x emissions cap of 21,365 tonnes will take effect in 2009. Our strategy is to work with major industrial sources to reduce emissions, and require the use of low NO_x burners for new and upgraded facilities. Federal initiatives on cleaner vehicles, engines and fuels will also contribute to NO_x emission reductions.

The Outcome: Protected Natural Areas

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is establishing and maintaining a network of protected natural areas.

The Measure:

total hectares of land protected through NSEL program options

What Does The Measure Tell Us?

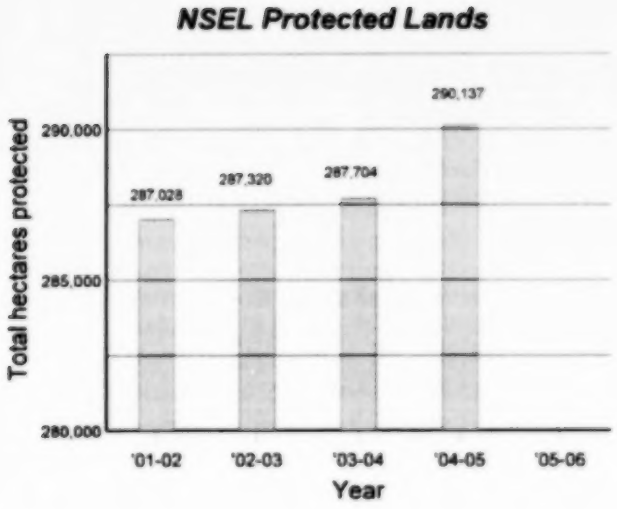
Protected areas are representative examples of the province's natural landscapes as well as sites and features of outstanding natural value. The department supports a number of program options for protection, including:

5. designation of Wilderness Areas and Nature Reserves
6. acquisition of department priority properties through partnership programs
7. protection of Crown lands in collaboration with the Department of Natural Resources; and
8. voluntary private stewardship for significant lands.

Measuring the hectares of provincial land protected through department programs helps track the progress made in meeting provincial and national commitments to establish systems of protected areas. This measure also provides an indication of the state of biodiversity conservation in the province, as protected areas provide habitat for a wide range of species.

Where Are We Now?

Through its various program options, the department protected a total of 290,137 hectares throughout the province in 2004-2005. This represents an increase of 3,109 hectares protected, when compared to the base year measure (2001-2002).



Where Do We Want To Be?

Our target over time is to increase the hectares of land in the province under various protection options. The department is proceeding with the process to designate additional Wilderness Areas and Nature Reserves. We have established a process with Department of Natural Resources and key partners through the Colin Steward Forest Forum to work towards a comprehensive system of protected areas to help meet this target. We will also continue to work with industry and land conservation groups to identify and protect new sites on private land.

The Outcome: Shared responsibility for environmental management

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is to have the responsibility for environmental management shared across all sectors and levels of society. Two measures are used to track progress in this regard. The first helps to gauge community participation in waste diversion, while the second helps to measure industry stewardship.

The Measure:

annual municipal solid waste disposal rate per capita (Kg/person) compared with the regional and national disposal rates

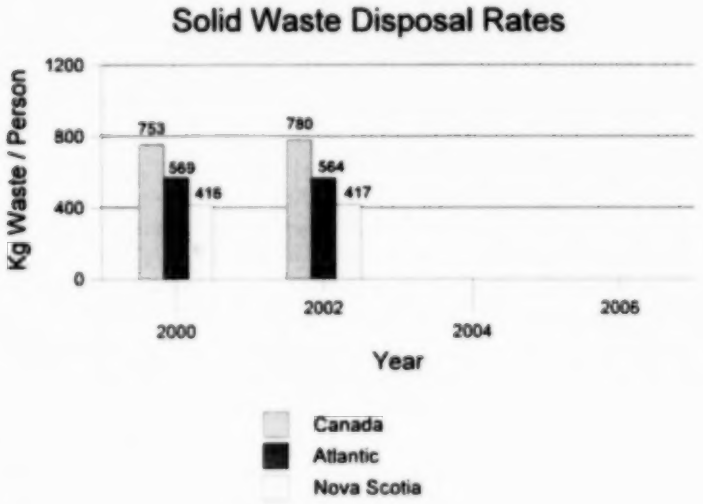
What Does The Measure Tell Us?

Communities share responsibility for environmental management through efforts like managing solid waste responsibly. Nova Scotia is working actively to ensure community participation in recycling, composting, and other waste management initiatives. The average amount of waste discarded by each person per year provides an indication of the level of participation in waste diversion options. Low disposal rates suggest that more material is being diverted from the waste stream, either through reduction at source, recycling or

composting. By comparing disposal rates in Nova Scotia with those of the Atlantic region and Canada as a whole, we can assess Nova Scotia's performance, relative to the rest of Canada.

Where Are We Now?

This is a new measure, compiled by Statistics Canada in association with other jurisdictions. Statistics Canada reports this data every two years with approximately a two year delay. The most recent data is available for 2002. Data for 2004 will be reported in 2006. As the graph indicates, the national per capita disposal rate in 2002 was 780 Kg per person, rising by 27 Kg from 2000 (753 Kg/person). In Nova Scotia, we disposed of a little more than half of this amount in 2002, at 417 Kg per person. Nova Scotia's disposal rate has remained relatively stable over time, with a rate of 416 Kg per person in 2000. The Atlantic region average disposal rate in 2002 was 564 Kg per person, dropping slightly from the 569 Kg per person in 2000.



Source: Statistics Canada

Where Do We Want To Be?

Our target is to maintain the Nova Scotia disposal rate below the national disposal rate. The department will support this goal though continued public education, promotion of industry/product stewardship and enforcement of the *Solid Waste-Resource Management Regulations*.

The Measure:

total number of product sectors under voluntary or mandatory stewardship agreements

What Does The Measure Tell Us?

Private sector participation in environmental stewardship improves environmental performance and helps develop environmentally responsible business sectors. Management agreements with industry sectors reduce waste and increase the use of recyclable materials. Voluntary and mandatory agreements encourage industry to modify products and packaging to reduce disposable waste and to increase product or packaging recyclability. This measure provides an indication of the numbers of products for which an agreement has been negotiated with the Province.

Where Are We Now?

The department has developed a list of product sectors with potential for developing stewardship agreements. As of the fiscal year 2004-2005, eight of the products identified have entered into agreements with the province, including dairy containers, daily/weekly newspapers, residential sharps, beverage containers, tires, used oil, paint and telephone books. This represents a decrease from nine agreements in the previous two years. The stewardship agreement for marine distress signals (flares) was discontinued because of changes within Coast Guard Canada. Although the flares are currently being recovered through the Royal Canadian Mounted Police network, this initiative no longer constitutes a formal product stewardship agreement with the province, and therefore is not included in the measure. Other examples of stewardship initiatives that are active in the province, but not counted in the measure include national programs for batteries and cell phones.

Where Do We Want To Be?

The department's target to develop stewardship agreements with 13 product sectors by 2004-2005 has not been met. There are many challenges associated with the establishment of a stewardship agreement, including industry consultation, buy-in and participation. It is also important to note that some targeted product sectors, such as electronics, encompass many products (e.g., computers, printers, televisions, VCRs and other electronic equipment). Tackling this sector requires extensive research and understanding of complex distribution and retail systems. The development of a broad product stewardship agreement for electronics is more resource and time intensive than an agreement for a single product such as newspapers. In 2004-2005, the department developed and consulted the public on draft electronic stewardship regulations.

We will continue to work on stewardship opportunities for products such as electronic goods, fast food packaging, oil containers, household hazardous waste, plastic film, and flyers and magazines. This will be accomplished by working with the Nova Scotia Resource Recovery Fund Board, and through ongoing consultation with industry.

The Outcome: Proactive environmental management

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. Proactive environmental management — addressing potential environmental issues before the environment is damaged — is a desired outcome in meeting this commitment.

The Measure:

total number of business sectors and municipalities participating with NSEL in environmental management and/or pollution prevention programs and initiatives

What Does The Measure Tell Us?

The department actively works with business sectors and other levels of government to incorporate sustainable environmental management into their operations through the use of pollution prevention plans, environmental management systems, best management practices, and other environmental management tools. This cooperative approach helps to minimize the long term environmental impacts of business and municipal operations. The greater the number of business sectors and municipalities involved, the greater the environmental benefits.

Where Are We Now?

In 2004-2005 there were 12 sectors participating in department programs ranging from investigating pollution prevention options with municipalities, to implementing best environmental management practices in hospitals.

Where Do We Want To Be?

The target for 2004-2005 is to increase (from the 2001-2002 base year measure of five) the number of business sectors and municipalities participating in these types of initiatives. This has been accomplished by providing technical assistance to businesses, municipalities and provincial government departments, and partnering with business associations, non-government organizations, funding agencies and other levels of government.

The Outcome: Efficient and effective program delivery

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is the delivery of efficient and effective environmental programs to clients. Two measures are used to track progress in this regard. The first measures the application of a risk-based inspection and auditing program and the second tracks average processing time for on-site sewage disposal system approvals.

The Measure:

percentage of industrial facility approvals in operation for at least one year to which a risk based inspection and auditing program has been applied

What Does The Measure Tell Us?

Regulatory compliance plays an important role in the department's ability to promote sustainable environmental management. The terms and conditions that are developed for approvals stipulate discharge criteria for the facility that will adequately protect the receiving environment. The department targets inspections by using information on primary receptors, performance criteria, treatment controls, scope, and level of impact and reporting requirements as evaluation criteria to rate the facility's risk of negatively impacting the environment. Facilities with the highest rating are inspected more often to determine

whether the facility is operating in compliance with the terms and conditions of the approval and whether the facility self-monitoring results accurately represent the discharges from the facility. This measure illustrates the progress made in applying this risk based inspection and auditing program to industrial facilities in Nova Scotia. It also provides an indication of the department's effectiveness in allocating inspection resources, as this program focusses an inspector's time on facilities that pose a higher risk to the environment.

Where Are We Now?
By the end of the fiscal year 2004-2005, approximately 90% of industrial facilities that have been in operation for at least one year have had a risk based inspection and auditing program applied to them. (In the first year of operation, a facility is subject to regular inspections at 3, 6 and 12 month intervals, to help assign a risk level.)

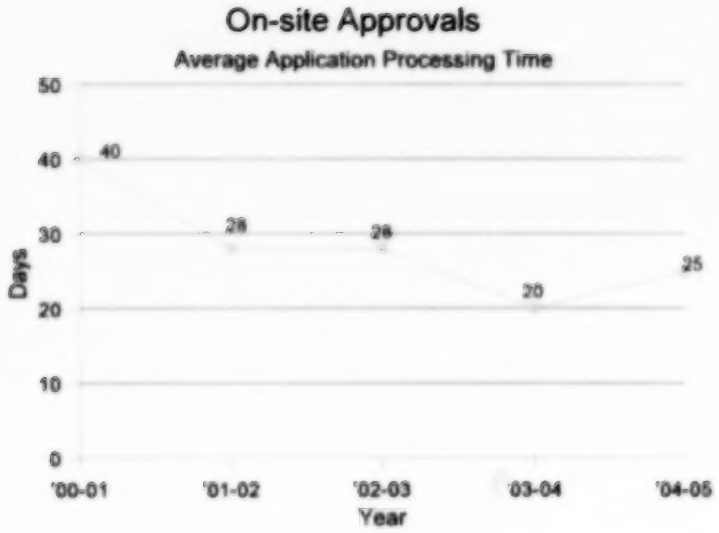
Where Do We Want To Be?
The department revised the target to apply a risk based inspection and auditing program to at least 90% of industrial facility approvals by 2004-2005. Progress will continue to be made in this area by validating data-based assessments at facilities and developing a schedule for risk based inspection audits, as well as developing and implementing an enforcement policy.

The Measure:

average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems

What Does The Measure Tell Us?
The department recognizes that while environmental protection is a priority, it must also provide timely service to its clients. When a proposed building project requires an on-site sewage disposal system, municipal units require that an approval for the installation of the system is issued from the department prior to granting a building permit. Reduced turnaround times in the processing of on-site sewage disposal system approvals benefit developers and home builders by minimizing delays in obtaining their building permit and in construction.

Where Are We Now?
In 2004-2005 the average administrative time to process applications for on-site sewage disposal systems was 25 days. This is a significant reduction from our 2000-2001 base-year measure of 40 days, and well within our legislated time requirement of 60 days.



Where Do We Want To Be?

The target is to decrease average turnaround time for on-site septic system approvals by 50%, to 20 days (from 2000-2001 base-year data of 40 days). The target will be reviewed in 2005-06 to reflect further improvements in turnaround time anticipated as a result of a project to assess the feasibility of a registration process for on-site systems.

Core Business Area 2:
Public Safety and Occupational Health and Safety

The Outcome: A safe work environment

A safe work environment is a desired outcome within the department's core business area of public safety and occupational health and safety. The department works with employers and employees to promote compliance with a legislative framework that reflects current workplace standards. By creating safe working environments, we minimize workplace hazards and risk. In turn, this reduces the likelihood of accidents resulting in workers' compensation claims.

Three measures are used to track progress toward this outcome. The first tracks targeted inspections for which an occupational health and safety (OHS) order is not issued. The number of Workers' Compensation Board (WCB) claims and duration claims due to injury provide the basis for the remaining measures under this outcome.

The Measure:

annual percentage of targeted inspections where an occupational health and

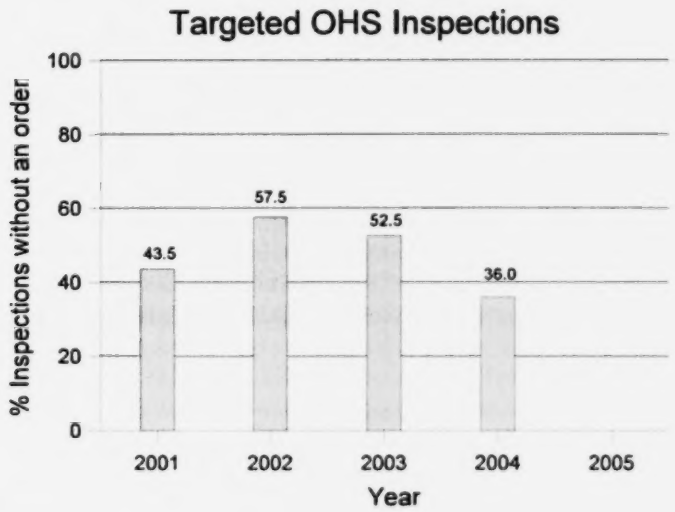
safety order is not issued

What Does the Measure Tell Us?

Workplace inspections provide an important tool to promote compliance with the legislative framework. A targeted inspection system has been established in which firms that have higher accident frequencies are identified and inspection of these firms is given priority over general inspections. If a workplace does not comply with OHS legislation, an officer can issue a compliance order. Tracking the total number of targeted inspections where an order is *not* issued provides an indication of the level of compliance with OHS legislation in these firms. From this measure the department can monitor trends in compliance levels over time.

Where Are We Now?

In 2004, the percentage of targeted inspections that did not result in an order being issued, declined (see graph). This finding appears to support a conclusion that higher accident frequencies, the basis of our targeting program, are associated with firms that are not complying with current occupational health and safety laws. The finding also supports a conclusion that the division's targeting practices are bringing officers to workplaces which are most in need of regulator intervention.



Where Do We Want To Be?

The department's target is to increase the percentage of targeted inspections where no order is issued from the 2001 base year measure of 43.5%. This will be achieved by ongoing compliance promotion and education of clients relative to the OHS requirements.

The Measure:

annual average number of new registered Workers' Compensation Board loss time claims per hundred estimated WCB registered employees,

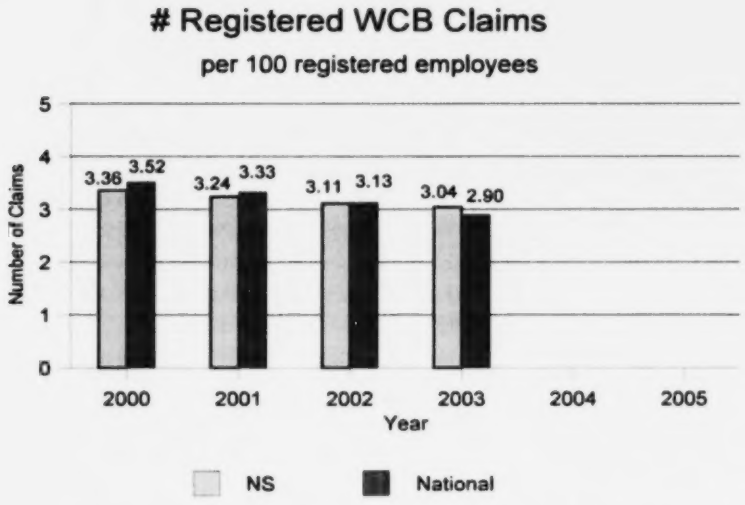
compared to the national average

What Does The Measure Tell Us?

The average number of registered WCB loss time claims per hundred employees is indicative of the number of workplace injuries occurring in the workforce covered by WCB. This is calculated based on the Injury Frequency measure used by the Association of Workers' Compensation Board of Canada, as reported for all jurisdictions across Canada. The measure allows government to monitor trends, compare to national averages, and set targets for reductions in accidents. The measure for Nova Scotia is compared to the national measure for Injury Frequency.

Where Are We Now?

The most recent available data for Nova Scotia (2003) indicates an average of 3.04 claims per 100 estimated WCB employees. This is slightly higher than the national average of 2.90 claims in 2003. Although the trend, both provincially and nationally, indicates fewer claims over time, the rate of reduction at the national level is at a faster pace than that within the province.



Source: Association of W*orkers' Compensation Board of Canada*

Where Do We Want To Be?

Our target to 2004-2005 has been to be at or below the national average. From 2000 to 2002 we have met this target. The number of claims in Nova Scotia in 2003, however, is slightly higher than the national average of 2.90. We will strive to reduce the number of claims by working closely with the Workers' Compensation Board to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Measure:

average five-year composite duration of Workers' Compensation lost-time claim compared to the Atlantic Canada average

What Does The Measure Tell Us?

This is calculated using the Average Composite Duration of Claim measure, as reported by the Association of Workers' Compensation Board of Canada for all jurisdictions across Canada. Measuring the average duration of loss claims receiving benefits over a five year period helps to indicate the severity of injuries occurring in the workplace. Usually, the longer a worker receives benefits, the more severe the injury. Other factors may influence this measure, however, such as shifts in healthcare policies and practices.

Where Are We Now?

In 2003 the average number of compensable days in this category in Nova Scotia was 100.46 days. The Atlantic Canada average for the same period was 89.50 days. As noted above, many factors may influence this value.

Source: Association of Workers' Compensation Board of Canada

Where Do We Want To Be?

The department's target is to have the average five year composite duration of lost-time claims in Nova Scotia below the Atlantic Canada average. The department will continue to work closely with the WCB to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Outcome: Safe public places

Safe public places is a desired outcome within the department's core business area of public safety and occupational health and safety. Elevators and escalators represent one area of risk to public safety. The department addresses this risk through regulations and inspection processes.

The Measure:

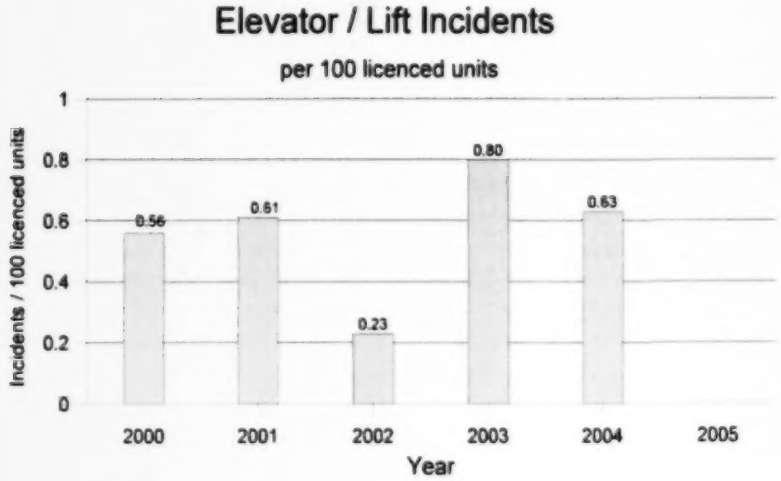
annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province

What Does The Measure Tell Us?

Any incidents (involving injury) that occur relating to elevators and lifts are required to be reported to the Chief Elevator Inspector. By tracking the number of incidents that occur each year on elevators and lifts, the department is able to measure the effectiveness of the safety system in place for these devices, monitor trends, and tailor inspection and enforcement initiatives appropriately.

Where Are We Now?

In 2004-2005, there were 0.63 incidents reported per 100 licensed units. This means that incidents involving injury occurred in less than 1% of the licenced units. This represents a slight increase from the 2000 base year measure of 0.56 incidents per 100 licensed units.



Where Do We Want to Be?

The department's target is to keep the number of elevator and lift incidents at or below the base year number of 0.56 incidents per 100 licensed units. The department will work to achieve this target by ongoing consultation with the industry, inspections and enforcement of the *Elevator and Lift Act* and regulations.

Core Business Area 3:
Alcohol, Gaming and Amusements Regulation

The Outcome: Consumer protection related to alcohol, gaming and amusement activity
Consumer protection is a desired outcome within the department's core business area of alcohol, gaming, and amusements regulation. One of the department's strategies to protect consumer interests and public confidence in the alcohol and gaming services sector is to conduct site inspections and work with licensees to ensure they comply with all applicable acts and regulations.

The Measure:

percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations

What Does The Measure Tell Us?
Tracking the percentage of licensees inspected who are in compliance helps the department assess how well regulations are both understood and obeyed. Monitoring compliance allows the department to identify specific problem areas so that resources can be used effectively.

Where Are We Now?
In 2003, 99.8 % of inspected licensees within sectors involved in alcohol, gaming and amusement activities were in compliance with corresponding acts and regulations. The compliance rate has remained consistently high over the past five years (2000 - 98%; 2001 - 95%; 2002 - 96%; 2003 - 99.8%; 2004 - 99.8%)

Where Do We Want To Be?
Our ongoing target to 2004-2005 is to maintain a compliance percentage in excess of 95%. This target is achieved by monitoring problem areas and working with licensees to increase awareness of regulations and policies.

Core Business Area 4:
Employment Standards and Labour Services

The Outcome: Efficient and effective client service
Employment standards and labour services represent a core business area for Nova Scotia Environment and Labuor. This core business area includes the Workers' Advisers Program. A desired outcome in meeting this core responsibility is the delivery of efficient and effective service to clients. Three measures contribute to the assessment of this outcome, including two that measure staff assignment times, and one that measures client satisfaction.

The Measure:

average time (weeks) for Labour Standard Code complaints to be assigned to an officer

What Does The Measure Tell Us?

This measure provides an indication of effectiveness in assigning complaints made under the *Labour Standards Code*.

Where are We Now?

This is a new measure for which baseline data is currently being compiled. Data will be reported in the 2005-2006 accountability report.

Where Do We Want To Be?

The department has set a preliminary target of assigning complaints made under the Labour Standards Code to an officer within two weeks of receipt. This will be re-assessed once baseline data is compiled. The department will work to achieve this target through streamlining the Labour Standards Code complaint intake system, along with updating technology, and training staff.

The Measure:

average Workers' Advisers Program service response time (weeks) for injured workers seeking legal advice and representation

What Does The Measure Tell Us?

This measure tracks the average time that elapses from when an injured worker first requests service from the Workers' Advisers Program, until an Adviser meets with the worker.

Where are We Now?

This is a new measure, introduced by Workers' Advisers Program to measure timelines of client service. In 2004-2005, clients waited an average of 1.9 weeks to meet with an Adviser. This is down slightly from the wait time in 2003-2004 of 2.1 weeks.

Where Do We Want To Be?

The department has been successful at keeping the wait time for injured workers seeking services from the Workers' Advisers Program below the target of 4 weeks. This is achieved by maintaining an efficient and timely intake process and by upgrading technology.

The Measure:

percentage of clients satisfied with Workers' Advisers Program service at the time of case closure

What Does The Measure Tell Us?

This is a new measure, compiled from a client satisfaction survey distributed to all Workers' Advisers Program clients, upon closure of each case file. It gauges the level of client satisfaction with the quality of service provided by staff.

Where are We Now?
Results from the 2004-2005 client survey indicate that 94% of the respondents felt that staff did their very best to provide the best possible service. This is up slightly from the previous year's results (2003-2004 - 93%).

Where Do We Want To Be?
A client satisfaction rate of 80% has been established as a minimum target. The department will continue to strive for excellence in client service through an efficient intake system, training for Advisers and implementation of best practices.

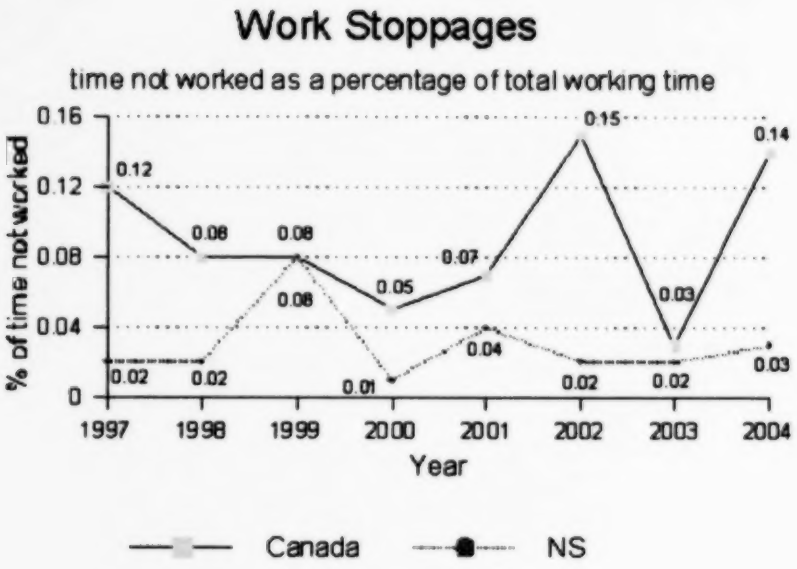
The Outcome: Stable labour relations environment
A stable labour relations environment is a desired outcome within the department's core business area of employment standards and labour services. One way to measure the stability of the labour relations environment is to track the percentage of work time lost due to strikes and lockouts in the province.

The Measure:

percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average

What Does The Measure Tell Us?
This measure is one indicator of labour stability, an important factor for economic competitiveness. Comparison with national rates helps the department monitor trends, set targets, and determine priorities.

Where Are We Now?
In recent years Nova Scotia has shown a high degree of labour stability. Time loss in the economy has been consistently at or below the national average (see graph below). The percentage of working time lost due to strikes and lockouts was 0.03% for Nova Scotia and 0.14% nationally in 2004.



Where Do We Want To Be?
Our ongoing target through to 2004-2005 has been to remain at or below the national average for percent of work time lost. This has been accomplished through effective use of the conciliation and mediation processes.

Core Business Area 5
Pension and Financial Services Regulation

The Outcome: Security of retirement income for members of private pension plans
A desired outcome within the department's core business area of pension and financial services regulation is security of retirement income for members of private pension plans.

The Measure:

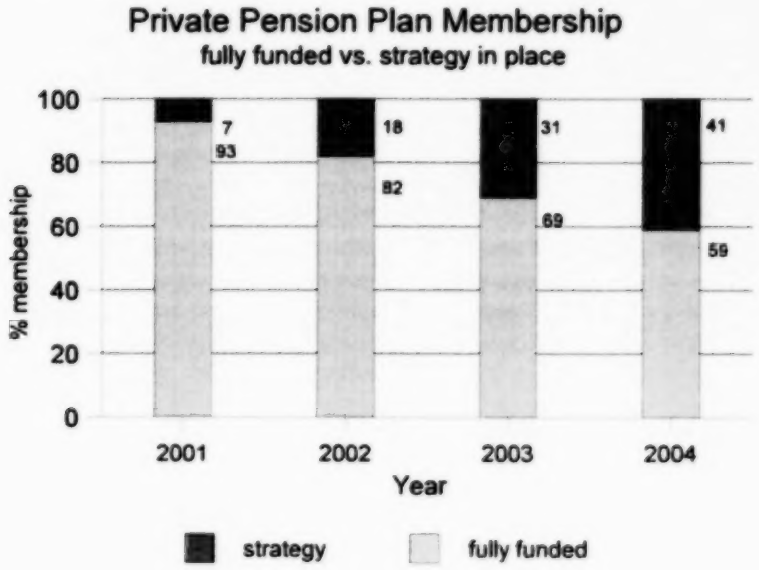
percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years

What Does The Measure Tell Us?
The measure tracks the percentage of plan members covered by private pension plans registered under the *Pension Benefits Act* that are 100% funded, compared with the percentage of members of plans that have a strategy in place to achieve full funding. The level of funding for a plan is highly dependent on market fluctuations and is expected to vary from year to year. In addition, changes to the *Pension Benefits Regulations* in 2004 have

modified pension plan funding requirements. Plans are no longer required to fund "grow-in" benefits under a solvency valuation. This change means that in future reports more plans will be included in the funded category, compared to the previous determination of funding status. This change will influence the trend of this measure over time, as each plan completes its three-year cycle of reporting.

Where Are We Now?

In 2004, 100% of plan members were covered by plans that were either fully funded (59%) or that have filed a strategy to achieve full funding in a five year period (41%). Since the 2001 base year, there has been a steady decline in the percentage of plan members in plans that are fully funded. This is reflective of the investment market and continued low rates of return. As each plan is assessed on a three-year cycle, the measure reflects this averaging.



Where Do We Want To Be?

The target is to continue to maintain 100% of plan members registered in fully funded plans, or in plans which have filed a strategy to achieve full funding in a five year period. This will be accomplished through ongoing review and analysis of valuation reports and data to identify solvency and funding problems, and overseeing employer payments required under legislation to bring pension plan to full funding.

Appendix A - Summary of Performance Measure Changes

New measures are shown in italicized text.

Outcome	Measure	Status / Rationale for Change
Core Business Area: Environmental protection and natural areas management		
Clean and safe drinking water	percentage of population served by municipal water supplies that meet the health-based criteria for bacterialogical quality, as stated in the *Guidelines for Canadian Drinking Water Quality*, at all times during the calendar year	no change
Clean air	annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province	no change
	annual total mercury (Hg) air emissions (kg) from electrical power generation in the province	no change
	annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province	no change
Protected natural areas	total hectares of land protected through NSEL program options	no change
Shared responsibility for environmental management	number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal	Replaced with measure below because previously established targets are not achievable in the short term, and the measure does not lend itself to inter-jurisdictional comparison. Although the 50% solid waste diversion goal was achieved for the province in 2000, it has been difficult for some individual regions of the province to attain this goal. For example, regions without centralized composting have consistently fallen short of this goal. In addition, increased development activity and growth in some regions has resulted in an increase in construction and demolition waste. This waste is added to disposal volumes because there are few diversion options available to date.
	annual municipal solid waste disposal rate per capita (Kg/person), compared with the regional and national disposal rates	This new measure reports the average amount of waste each person disposes of per year. It tracks how waste disposal practices of Nova Scotians compare with neighbouring provinces and the rest of the country.
	total number of product sectors under voluntary or mandatory stewardship agreements	no change

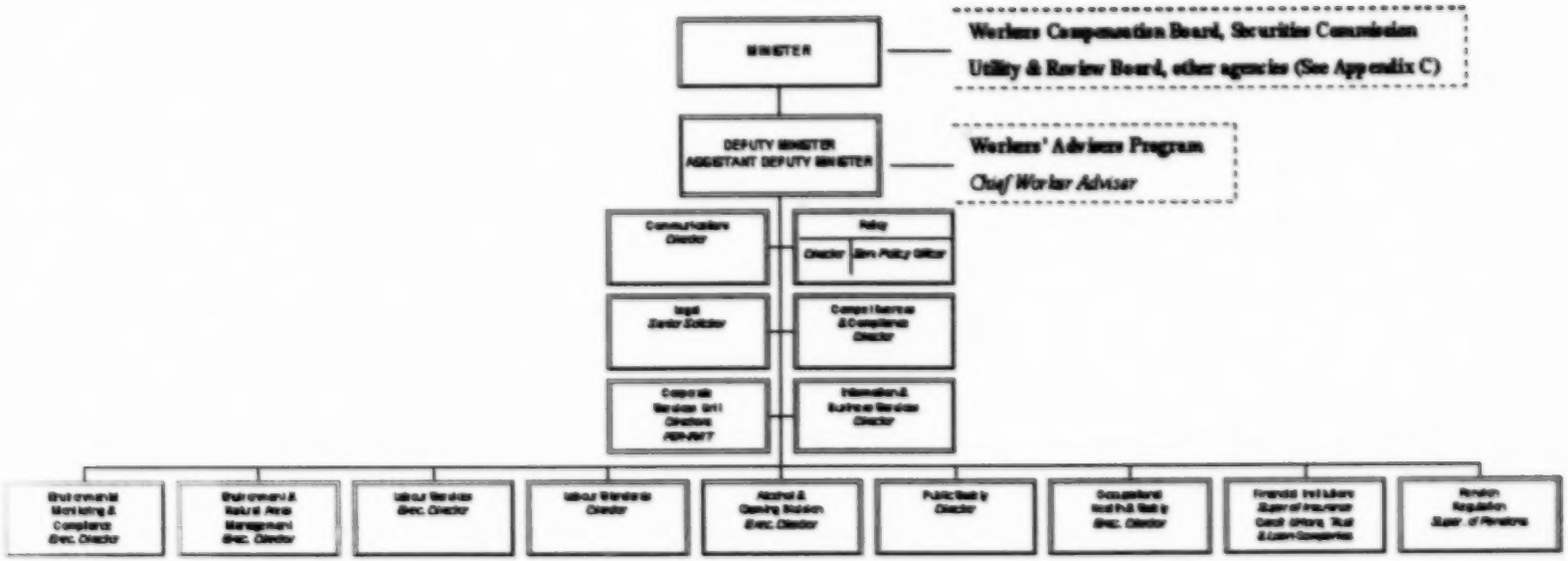
Outcome	Measure	Status / Rationale for Change
Proactive environmental management	total number of business sectors and municipalities participating with NSEL in environmental management and/or pollution prevention programs and initiatives	no change
Efficient and effective program delivery	percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing (RBIA) Program has been applied	Replaced by measure below. This measure included all facilities (including new operations). In the first year of operation, facilities are inspected three times. A risk-based auditing program is only applied after a full year of operation. Including facilities less than 1 year old in the measure negatively skewed the data reported. Facilities with recent approvals (less than 1 year) are generally inspected more often than those to which a risk-based program is applied. Clarification of the measure, as outlined below, removes facilities with recent approvals (less than 1 year old) from the calculation.
	percentage of industrial facility approvals in operation for at least one year to which a risk-based inspection and auditing program has been applied	Clarified measure replaces above.
	average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems	no change
Core Business Area: Public Safety and Occupational Health and Safety		
A safe work environment	annual percentage of targeted inspections where an occupational health and safety order is not issued	no change
	annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five-year running average	Replaced by measure below. Although this is a valid measure, a multi-stakeholder Workplace Safety and Insurance System Performance Measures Advisory Committee recommended addressing the inconsistencies in performance measure calculation methodology between various organizations, to improve data comparability between organizations, and with other jurisdictions.
	annual average number of new registered Workers Compensation Board loss time claims per hundred estimated WCB registered employees, compared to the national average	New measure, based on the Association of Workers' Compensation Boards of Canada's formula for calculation of "Injury Frequency" will allow for inter-jurisdictional comparison.

Outcome	Measure	Status / Rationale for Change
A safe work environment (cont)	average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average	Replaced by measure below. Although this is a valid measure, a multi-stakeholder Workplace Safety and Insurance System Performance Measures Advisory Committee recommended addressing the inconsistencies in performance measure calculation methodology between various organizations, to improve data comparability between organizations, and with other jurisdictions.
	average five-year composite duration of Workers' Compensation lost-time claim compared to the Atlantic Canada average	New measure, based on the Association of Workers' Compensation Boards of Canada's formula for calculation of "Average Composite Duration of Claim" will allow for inter-jurisdictional comparison.
Safe public places	annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province	no change
Core Business Area: Alcohol, Gaming and Amusement Regulation		
Consumer protection related to alcohol, gaming and amusement activity	percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations	no change
Core Business Area: Employment Standards & Labour Services		
Efficient and effective client service	percentage of Labour Standards Code complaints resolved by Early Intervention	Replaced by measure below. Re-design of complaint handling process has resulted in the division no longer tracking this measure.
	average time (weeks) for Labour Standards Code complaints to be assigned to an officer	New measure established in accordance with the Labour Standards Division's commitment (as a 2004-2005 priority) to establish and maintain service standards for response time to clients.
	average Workers' Advisers Program service response time (weeks) for injured workers seeking legal advice and representation	New measure to address gap in measures related to the delivery of the Workers' Advisers Program.
	percentage of clients satisfied with Workers' Advisers Program service at the time of case closure	New measure to address gap in measures related to the delivery of the Workers' Advisers Program.
Stable labour relations environment	percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average	no change

Outcome	Measure	Status / Rationale for Change
Core Business Area: Pension and Financial Services Regulation		
Security of retirement income for members of private pension plans	percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years	Although the performance measure text remains unchanged, the calculation of the measure has been affected by amendments to the *Pension Benefits Regulations* in 2004. Plans are no longer required to fund "grow-in" benefits under a solvency valuation. This change means that in future reports more plans will be included in the funded category, compared to the previous determination of funding status. This change will influence the trend of this measure over time, as each plan completes its three-year cycle of reporting.

Appendix B

Organizational Chart



Appendix C

Agencies, Boards, Commissions & Tribunals

- Board of Examiners for Certification of Blasters
- Construction Industry Panel
- Crane Operators Appeal Board
- Crane Operators Examination Committee
- Credit Union Deposit Insurance Corporation
- Elevators and Lifts Appeal Board
- Environmental Assessment Board
- Film Classifiers
- Fire Safety Advisory Council
- Fire Safety Appeal Board (which is the Utility and Review Board)
- Fire Services Advisory Committee
- Fuel Safety Advisory Board
- Labour Relations Board
- Labour Standards Tribunal
- Minimum Wage Review Committee
- Nova Scotia Building Advisory Committee
- [5]Nova Scotia Insurance Review Board
- Nova Scotia Securities Commission
- Occupational Health and Safety Advisory Council
- Occupational Health and Safety Appeal Panel
- On-Site Services Advisory Board
- Pay Equity Commission
- Power Engineers and Operators Appeal Committee
- Power Engineers and Operators Board
- Radiation Health Advisory Committee
- Resource Recovery Fund Board
- Utility and Review Board
- Workers' Compensation Board

---

[5]Under responsibility of the Minister responsible for the *Insurance Act*